



# MWL Patient News

Your voice, your experience

Issue 04



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ده گهر پوښت بهم زانباريانه هه به زمان کي جياواز يان فورمات کي ده سته پښتن، تکاپه له گهل نه ندام کي ستافه که قسه بکه که ده توان ت پوت رکښات.

# ≡Welcome≡

Dear patients, carers and family members,

Happy New Year! Welcome to the fourth edition of MWL Patient News (your voice, your experience)!

In this edition, we share some recent events, awards and accreditations that have taken place throughout October-December 2024, as well as Christmas at MWL, a patient story and feedback.

We hope that you enjoy this edition of MWL Patient News.

Thank you,

Patient Experience & Inclusion Team

Patient Experience and Inclusion Team



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# Meet Rob Cooper, MWL's new Chief Executive



Rob Cooper started his new role as Chief Executive for Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st December 2024. Rob has worked at the Trust since 2015 and has more than 25 years' experience in health and social care.

After obtaining a nursing degree at Liverpool University, Rob joined the NHS and worked across a range of specialties including urgent and emergency care, vascular surgery and intensive care at both Arrowe Park Hospital and Salford Royal, before taking his first steps into leadership as a senior nurse manager.

From there, he gained extensive experience in several senior positions including as Head of Urgent Care at Wirral University Teaching Hospitals NHS Foundation Trust before joining the former St Helens and Knowsley Teaching Hospitals Trust (STHK) in 2015 as Assistant Director of Operations. One year later, he progressed to become Director of Operations and Performance and during this period, Rob played a key role in the Trust securing its "Outstanding" CQC rating.

In 2022, Rob became Managing Director, leading on organisational change as STHK partnered with Southport and Ormskirk hospitals to become Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL).

Rob said, "This is a very proud moment for me. MWL is a fantastic organisation, with a longstanding history of outstanding care and a trusted reputation in our local communities. I am truly honoured to be Chief Executive here.

"I've been part of MWL for nine years now, and over that time I have had the absolute pleasure of working alongside so many amazingly talented staff.

"Every part of the NHS is under significant pressure at the moment and the areas of Merseyside and West Lancashire are no exception. My focus will be on making sure that we continue to look after our patients and our staff to the highest standards against this challenging backdrop.

"I'd also like to thank my predecessor, Ann Marr OBE, for her tireless commitment to our patients and staff over her 22 years at the Trust. Ann transformed Whiston and St Helens hospitals into the world-class facilities they are today, leading the former St Helens and Knowsley Trust to receive its outstanding CQC rating."

We hope you will join us in wishing Rob every success in his new exciting role and look forward to the future of MWL under his care.



# Your feedback



Over 38,000 patients, relatives and carers provided feedback during October - December 2024



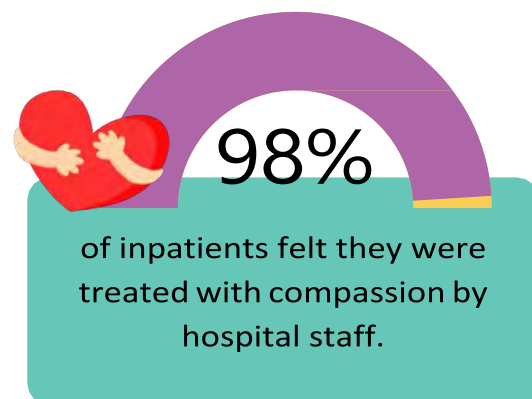
My little girl was looked after very well and I couldn't thank the staff enough for all the help and support they gave not only my daughter but me too, as it was a lot to see your baby sick. Thank you so much; I could not fault you one bit!

**Children's Ward, Ormskirk Hospital**



We can only praise the ward staff as a whole; they are absolutely amazing, all of them. However, as a family, we would like to highlight Helen, who is a very special individual. Her manner is consistently pleasant, and nothing is too much trouble. Also Christine, who has gone above and beyond in her role, making our lives so much easier at such a sad time. Fantastic team on Bevan 2.

**Bevan 2, Whiston Hospital**



of outpatients felt they received enough privacy when discussing their condition or treatment.

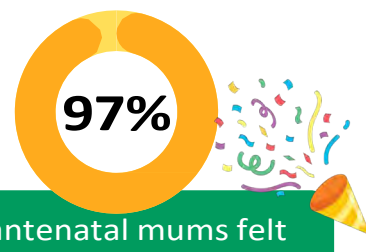


Absolutely wonderful staff from start to finish. Extremely kind, helpful, and very easy to talk to! Thank you to all the fantastic staff for absolutely everything they have done for me. Nothing was too much trouble for them. They made me feel so comfortable and relaxed throughout my whole stay!

**Sanderson Suite, St Helens Hospital**

I have never been surrounded by a group of professionals who care so deeply about their jobs. The amount of love, compassion and comfort shown towards us during our time on the neonatal unit has been like no other. Every single one of the staff have been so warm, welcoming and reassuring throughout the whole process.

**Neonatal Unit, Ormskirk Hospital**



of antenatal mums felt they were involved as much as they wanted to be in the discussions about their care and treatment.

Every nurse and doctor showed us so much compassion. They were thorough with everything, and their communication with us as parents was fantastic! I would like to personally thank the paediatrician for his support and advice. We have been to our GP and the out of hours doctors and this is the first time we have felt positive about the treatment our son has received. Thank you so much.

**Emergency Department, Whiston Hospital**



**100%**



of postnatal mums felt that staff helped to create a more comfortable atmosphere during labour.

**96%**



of inpatients felt they received the care they needed when they required it.



Fantastic staff and such a wonderful experience. Can't express my gratitude enough to all the staff on maternity, delivery suite and the doctors. Made the whole process comfortable and calming.

**Postnatal Ward, Ormskirk Hospital**

Every single staff member made me feel cared for, listened to, validated and extremely comfortable. I felt the doctor that treated me was so thorough, and he really wanted to help me, which I feel you don't often get in these stressful times; I didn't feel like just another patient to get in and out the door. Southport Hospital has always provided an amazing service whenever I've needed to attend, whether it be for myself or attending with a friend for support. Thank you so much for your care and for the hard work each and every one of you provides. It does not go amiss.

**Emergency Department, Southport Hospital**



**99%**



of patients felt they received answers to important questions in a way they could understand



**96%**



of patients felt they had a positive experience



Whiston was recommended to me by my gynaecology consultant. I'm so glad I chose here to have my hysterectomy; everyone has been amazing and I feel I have been in safe hands. Thank you to all the nurses who have looked after me from the minute I arrived! You are all amazing and I don't think I laughed so much in this situation. The surgical team are wonderful, and Miss Boyes is a tremendous surgeon!! I cannot thank her enough for my fresh start! Thank you everyone!

**Ward 3E Gynaecology, Whiston Hospital**





# Themes & Focus



The top 5 positive themes during October - December 2024 (Quarter 3) are:



Following a review of the Quarter 3 themes, MWL patient experience focus will be:



## Patient Story



A patient at Whiston Hospital provided feedback after receiving support to stop smoking from the smoke-free service whilst in the hospital. Her story highlights how intervention from the stop smoking team can provide a unique moment for patients whilst in the hospital and help them to stop smoking regardless of the amount of time they have been a smoker. The patient had been a smoker for 64 years and explained trying to stop many times unsuccessfully. She expressed her gratitude for the time taken to explain exactly what is inside a cigarette and the difference this made to her success. She has remained a nonsmoker since her discharge.



The patient worked with the Smoke-Free Team and Patient Experience & Inclusion Team to create a video detailing her experience that will hopefully inspire others and highlight the importance of screening patients on admission to the hospital. The video was shared with the Executive Team, Patient Experience Council and a smoke free networking event between the Trust and community services.



## Baby Loss Awareness Week

Baby Loss Awareness Week took place between 9th - 15th October and MWL marked the occasion across the Trust. Two special services took place as part of the week, which gave anyone touched by pregnancy and baby loss a safe and supportive space to share their experiences and feel that they are not alone.

A Wave of Light and Candle Lighting Ceremony was held at Ormskirk Hospital on Wednesday 9th October in the Evergreen Garden, and Whiston Hospital hosted a Baby Loss Remembrance Service on Saturday 12th October. The hospitals also lit up pink and blue to mark the awareness week.



## National accreditation for the Cardiac Rehabilitation Team



In October, the Trust Cardiac Rehabilitation Team achieved a national accreditation for the outstanding service it delivers to patients. The team, based at Fingerpost Health Centre in St Helens, provides a vital service in the community to get people back on their feet when they leave hospital after a heart attack, heart surgery or coronary intervention procedure.



The service has now received accreditation from the National Association of Cardiac Rehabilitation's (NACR) for its fantastic work. The accreditation reflects the fact that our service meets and maintains all the national standards and can show this by the data we submit each month. Amanda Leyland, Cardiac Services Manager, said "I'm proud of the hard work and dedication of an outstanding team and service".

## Wear Red Day 2024

The Show Racism the Red Card campaign celebrated its 10th anniversary on 18th October 2024. The Patient Experience and Inclusion Team and Workforce Equality, Diversity and Inclusion Team visited areas across the Trust to talk all things anti-racism and Black History Month. Staff also wore the colour red to show their support for such an important cause.



## MWL opens its first Changing Places facility

To mark International Day for Disabled Persons, the Trust launched its first Changing Places facility in Nightingale House at Whiston Hospital.



Changing Places facilities provide suitable toilets for people who need enhanced facilities to support their needs. This may include people with conditions such as an acquired brain injury, cerebral palsy, multiple sclerosis, spina bifida or motor neurone disease, while also providing support for carers.

A Changing Places facility provides a number of unique features compared to a standard accessible toilet, including a height adjustable adult-sized changing bench, a ceiling track hoist system, a centrally located toilet and shower facilities.

The Changing Places facility is open to all employees and visitors. It is available from 8:30am-4:30pm Monday to Friday and can be accessed by anyone with a RADAR key. Further information about Changing Places and where they are available locally and regionally can be found on

<https://www.changing-places.org/>



# National accreditation awarded to the Anaesthetics Department

The Anaesthetics Department at Southport and Ormskirk hospitals has been awarded the prestigious Anaesthesia Clinical Services Accreditation (ACSA) in recognition of the outstanding service it provides to patients.

ACSA is a unique scheme for anaesthetic departments in the NHS that enables them to measure their performance against defined standards and clinical guidelines; while getting the assurance they provide high quality patient care from an external peer review visit.

Sue Curran, Directorate Manager for Theatres, said: "I could not be more delighted with the team's achievement, it is the result of so much hard work. The ACSA standards are incredibly comprehensive, and it's gratifying to have the work of our staff recognised as being deserving of this accreditation".



## Annual pumpkin carving on Seddon Suite



Patients on Seddon Suite at St Helens Hospital took part in the annual pumpkin carving and painting for Halloween. As well as making things look spooky, this activity also forms part of the patient's rehabilitation.

Occupational Therapist, Grace Leather said: "Each year we encourage patients and their families to come together as a group and carve pumpkins. This helps with them participating in social activities and also acts as physical rehabilitation for those with upper limb weakness. It can also improve emotional wellbeing too as our patients can be with us for many months."



## Chief Midwifery Officer Award

Congratulations to Siobhan Fitzgerald who has received the coveted Chief Midwifery Officer Award for her "passion and commitment to providing the best possible patient care."



The awards were developed to reward the significant and outstanding contribution made by midwives and support workers in England and their exceptional contribution to midwifery practice. An extract from Siobhan's nomination reads: "I have never known a colleague so keen to learn more. The whole Maternity Unit is behind this nomination because Siobhan needs to know the positive impact she has on the quality of care we provide."

Siobhan said: "I've worked at the Trust for 16 years and have never been so happy as I am in this role. I love the job and I love the team I work with. I see it as a privilege to be part of many families' journeys and to receive this award is really special."



## Preceptor of the Year

Congratulations to Onome Oyedokun, a Sister at Southport Hospital who won the 'Preceptor of the Year' category at the Nursing Times Workforce Awards.



Onome was nominated for the award because she exemplifies the NHS values and serves as an inspiration to all who meet her.

Her nomination stated: "She is a true role model who consistently supports and empowers our preceptees, championing their growth at every opportunity. Her feedback from preceptees is exceptional; they feel valued and supported as they transition from students to newly registered nurses".



# New procedure for suspected lung cancer patients

Whiston Hospital is the first in Merseyside to offer patients with suspected lung cancers a new diagnostic procedure called navigational bronchoscopy with radial probe. It is performed using the latest, advanced technology which helps clinicians to reach much deeper into the lungs to take vital tissue samples from lung abnormalities (nodules) to see if they are benign (non-cancerous) or malignant (cancerous). The tissue obtained during this procedure can be used for diagnosis and staging of cancer disease all in one procedure.



Dr Joanne Heaton, Respiratory Consultant, said: “Early diagnosis plays a crucial role in combating lung cancer, which claims the lives of 35,000 individuals every year in the UK. We are delighted to be able to offer this procedure now. There are a host of benefits for our patients who previously would have been referred to hospitals outside of the area for similar investigations.”

## Lung Cancer Awareness Month

November was National Lung Cancer Awareness Month which aims to encourage people displaying the common symptoms of lung cancer, such as a persistent cough, breathlessness, or unexplained weight loss, to visit their GP. The campaign also encourages people to stop smoking which is one of the biggest causes of lung cancer and lung disease.

The Lung Cancer Nursing Team, alongside colleagues from the Tobacco Dependence Treatment Service, Macmillan Cancer Support and Roy Castle Lung Cancer Foundation, started the month with a joint awareness stand in the main entrance at Whiston Hospital.



The teams spoke with patients and staff about the importance of lung health and regular checks for detecting serious illnesses. The Roy Castle charity brought the topic to life with giant inflatable lungs to illustrate visually how our lungs can be damaged by disease and affected by our lifestyles.

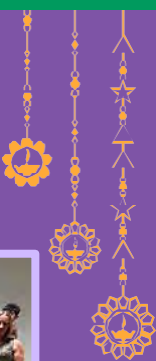


## Diwali celebrations



Colleagues came together at Nightingale House to mark the start of Diwali, the festival of lights and one of the most important events in the Hindu calendar.

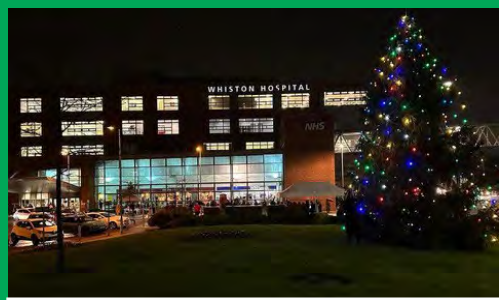
More than 150 people, including staff and their families, attended a wonderful evening with traditional dancing and singing for the celebrations, which symbolised the triumph of light over darkness and good over evil.



# Christmas at MWL

Our patients and staff enjoyed lots of festive events during December, from Christmas tree light switch-on events to festive markets and choirs. We wanted to share some of the festive fun with you!

Chief Executive, Rob Cooper, pressed the button and lit up Christmas trees across the Trust as the hot chocolate flowed and carol singers brought all the cheer.



We held festive markets, featuring some fantastic local businesses.



The blessing of the Christmas crib took place at Whiston Hospital



We had fantastic festive performances from the Singing for the Brain Choir, Rainhill Hi-notes Choir and Live to Learn CIC.



Staff took part in MWL's Festive Friday



Our amazing hospital volunteers enjoyed their annual Christmas lunch across our sites!



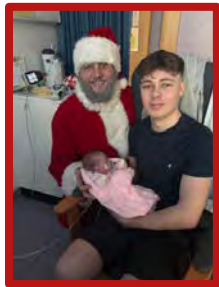
The lovely team at Seddon Suite organised a day of Christmas crafting for our patients and the team gathered for their annual Seddon elves concert.



Our fabulous Charity Team relaunched the annual presents for patients campaign and with the help of our incredible staff, fundraisers and local community.



Christmas magic was all around in our Neonatal and Paediatric units, as the main man himself took some time out of his busy schedule to visit the children receiving care in our hospitals over festive season.



We want to say a big thank you to everyone who supported our Christmas art appeal. We received hundreds of pictures and cards, which were distributed across the Trust to patients on Christmas Day.



# Dates to Celebrate

January - March 2025

## January 2025

Dry January

Slavery & human trafficking prevention month

4th January World Braille Day

19th January World Religion Day

20th January Martin Luther King Jr. Day

21st January National Hug Day

27th January Holocaust Memorial Day



## March 2025

Brain Tumour Awareness Month

Developmental Disabilities Awareness Month

Endometriosis Awareness Month

Colorectal Cancer Awareness Month

Ovarian Cancer Awareness Month

1st March Self Injury Awareness Day

1st March St David's Day

3rd March Dyscalculia Awareness Day

3rd March World Hearing Day

4th March Shrove Tuesday/Pancake Day

8th March International Women's Day

13th March World Kidney Day

15th March Red Nose Day

17th March St Patrick's Day

18th - 24th March Sign Language Week



## February 2025

Chinese New Year

Black History Month

LGBT History Month

Raynauds Awareness Month

1st February Dignity Action Day

3rd - 9th February Children's Mental Health Week

3rd - 9th February Sexual Abuse & Sexual Violence Awareness Week

3rd - 9th February Tinnitus Awareness Week

4th February World Cancer Day

10th February International Epilepsy Day

14th February Valentines Day



## Share your feedback



We would love to hear your feedback, you can share your feedback with us in a number of ways:



You can email the team - [patientexperienceandedi@sthk.nhs.uk](mailto:patientexperienceandedi@sthk.nhs.uk)



You can complete one of our webforms

Send a thank you form: <https://sthk.merseywestlancs.nhs.uk/thank-you>

Patient Feedback form: <https://sthk.merseywestlancs.nhs.uk/patient-feedback>



You can complete the Friends and Family Test:

For Whiston, St Helens and Newton - <https://sthk.merseywestlancs.nhs.uk/friends-and-family-test>

For Southport and Ormskirk - <https://so.merseywestlancs.nhs.uk/friends-and-family-test>

